Access to UL systems and email following retirement

Frequently Asked Questions

Legacy @ul.ie account

Will I have access to my legacy @ul.ie email account?

No, you will not have access to your legacy account, including data stored in Email, One Drive for Business and SharePoint.

I have been asked to continue working for the University of Limerick and I may need to retain my current system access and use a UL provided laptop / mobile phone. Is this possible?

Some individuals may be asked to continue to carry out work for the university after their employment end date, e.g., contribute to ongoing research or work in an advisory capacity. In such circumstances, access to university systems (e.g., your UL email account, access to Agresso, Sulis etc.) can be extended beyond the employment end date. Approval is required for this facility, please consult with your Department Head/ Executive Committee member or HR representative. Click on the attached link for further details. Keeping in Touch | University of Limerick (ul.ie)

Accessing personal data in my legacy UL email account

What is classified as personal data in my UL email account?

'Personal data' is information that relates to an identified or identifiable individual. **Examples of Personal Data** that may be in UL email accounts include one or more of the following:

- Employment/pension records
- Banking correspondence
- House/car/health/pet Insurance correspondence / policy attachments
- Utilities correspondence, e.g. electricity, gas, phone (mobile/landline), home broadband provider, TV provider, TV licence etc.
- Local Property Tax (LPT) correspondence with revenue.ie
- Flights/tickets/bookings correspondence e.g. concerts, events, personal travel etc.
- Personal correspondence with individuals outside work (e.g. friends, family)

It is acceptable that these types of emails may be retained following retirement.
Emails sent / received in the carrying out of official duties as an employee of the University are not personal emails and MUST NOT be saved or retained in any way. Official duties include administrative, teaching or research duties. **The majority of emails in UL email accounts fall into this category.**

I am planning to leave employment / retire and I have personal data on my @ul.ie account, how can I retain this data?

If you have personal data stored in your legacy account, you will need to back it up before access to your account is removed. See attached link for details. Create, reply to, or forward email messages in Outlook on the web (microsoft.com)
Note, university data must not be downloaded or forwarded to another account as per the IT Security Policy and associated procedures.

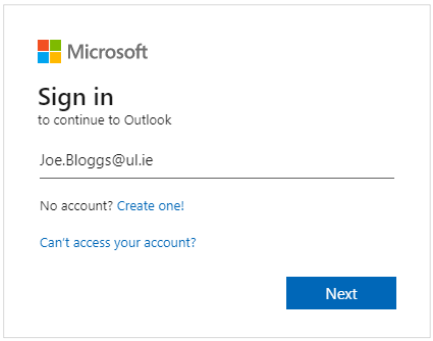
I have already left or retired, I require specific personal data from my legacy UL email account, how can I do this?

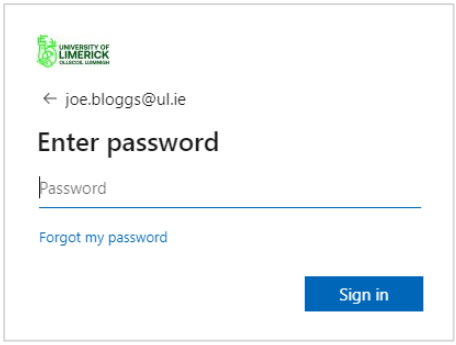
The University have provided a facility for individuals to get temporary access (duration two weeks) to their legacy UL email account (Outlook Web Access only) to retrieve personal data. A 'Request Form for Temporary Access to UL Email Account' must be filled out by the individual and submitted to compandbens@ul.ie. The request will be reviewed and approved by the HR Director and ITD Director. The form is located in the 'Retired Members of Staff – Keeping in touch section of the UL website Keeping in Touch | University of Limerick (ul.ie)

Once I have approval for temporary access, how do I log in to my legacy account – Outlook Web Access?

Log in to *outlook.office.com*

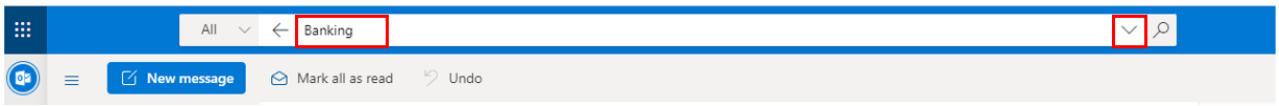
Enter your credentials. Your password should be the same as it was when you last logged in to your @ul.ie account.



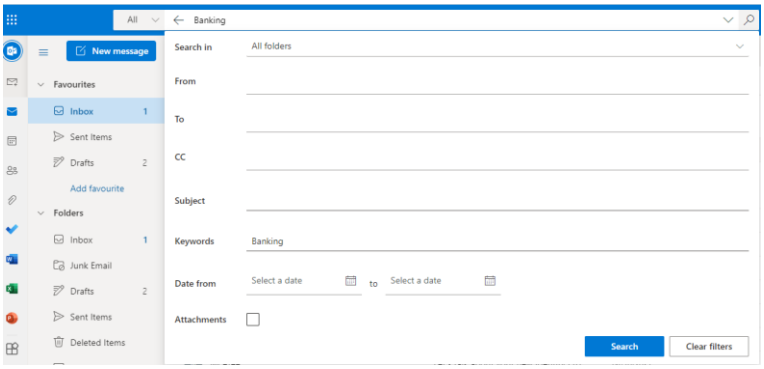


How do I search for personal emails?

The 'Search' functionality can be used to search for relevant information. The search box is located at the top or the Outlook window. Once you click on the Search Box, the search functionality can also be refined by clicking on the symbol as shown below.

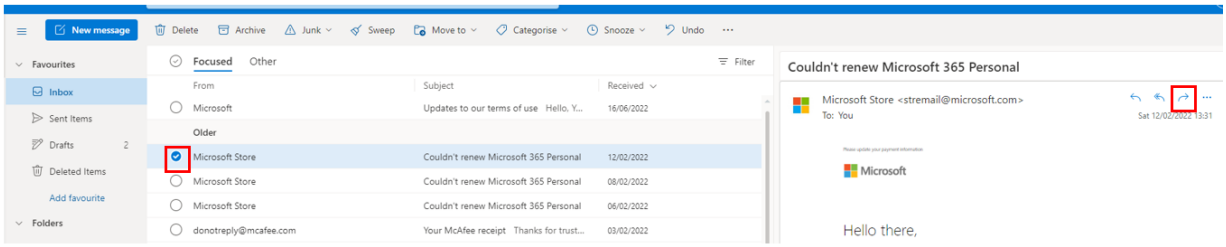


A filter box will be displayed to help refine the search.



How do I retrieve personal emails?

Emails can be retrieved by using the 'Forward' functionality'. Highlight the email you want to forward, select the forward button and send the email to your personal email address.



Note, this functionality is intended for retrieving a small quantity of personal emails.

Miscellaneous

I want to remain connected to the University community, how can I do this?

Retirees can be provided with access to our UL Connect communications platform where you can subscribe to receive notifications regarding retirements, death notices, appointments and events. To request access, please fill out the Retired Staff Communication Consent Form.

I currently have a local version of MS Office installed on my device, how will I be impacted after I retire?

If you have a local version of MS Office installed using a UL license, you'll see Unlicensed Product or Non-commercial use / Unlicensed Product in the title bar of your Office apps, and most features of Office are disabled. You should uninstall the local copy, or you can purchase a valid license from Microsoft.

How do I set up a personal email account?

There are several free web-based email services. You are welcome to choose any service provider. The following are sample links to the relevant support sites for Gmail, Outlook and iCloud Mail.

Gmail: https://support.google.com/mail/answer/56256?hl=en
Outlook: https://support.microsoft.com/en-us/office/add-an-email-account-to-outlook-e9da47c4-9b89-4b49-b945-a204aeea6726
iCloud Mail https://support.apple.com/en-gb/HT204316

Can I access my temporary @retiree.ul.ie account?

For people who retired prior to 2023, a temporary @retiree.ul.ie email account was set up to allow individuals time to set up a personal email account, e.g., Gmail, Outlook, iCloud Mail etc. and remove any dependency (household utility bills etc.) on their legacy @ul.ie email address. These accounts were provided on a temporary basis and can no longer be accessed.